

Patient Rights

This is a summary of your rights as a patient at Arkansas Methodist Medical Center.

A summary such as this cannot possibly answer all of your questions about your rights. If you have further questions, please do not hesitate to discuss them with a representative of this facility.

HUMAN DIGNITY

Recognizing the basic rights of human beings for independence of expression; decisions; and actions; as well as concern for personal dignity and human relationships are always of great importance, it is our intention to always respect the patient's inherent dignity as a human being. We, as a medical center, have a prime responsibility to assure that your rights are preserved while under our care. If a patient is unable to speak on his or her own behalf, an appropriate family member or guardian will be consulted. THESE RIGHTS APPLY TO ALL PATIENTS INCLUDING THE NEONATE, CHILD, ADOLESCENT AND ADULT.

NONDISCRIMINATION

In accordance with Title VI and VII of the Civil Rights Act of 1964 and their implementing regulations, Arkansas Methodist Medical Center will directly or through contractual or other arrangements admit and treat all persons without regard to race, color, creed, religion, gender or national origin in its provision of services and benefits, including assignments or transfers within the facility and referrals to and from the facility. Staff privileges are granted without regard to race, color or nationality (where appropriate).

QUALITY OF CARE AND RECOGNITION OF PATIENT DIGNITY

The patient has the right to a high quality of medical and nursing care. The patient has the right to be free from RESTRAINTS of any form that are not medically necessary or for the safety and well-being of the patient. The term "restraint" includes either physical restraint or a medication that is being used as a restraint.

REFUSAL OF TREATMENT

The patient has the right to refuse treatment, based on his or her own personal morals or religious beliefs to the extent permitted by the law; and to be informed of the medical consequences of his or her refusal.

INFORMATION

The patient and/or the patient's legally designated representative also has the right to be informed of his/her health status. The patient and/or the patient's legally designated representative also has the right to receive (from the practitioner responsible for coordinating his or her care) access to information contained in the patient's medical record with complete and current information concerning his or her diagnosis, treatment and any known prognosis. This information will be provided to you by your physician or his designee, and will be communicated in terms the patient or legally designated representative, can reasonably be expected to

understand. The patient also has the right to make an addendum to be placed in his/her chart.

IDENTITY

The patient has the right to know the identity and professional status of individuals providing service to him or her, and to know which physician or other practitioner is primarily responsible for his or her care. You have the right to know about any proposed changes in the appointment of professional staff responsible for your care.

CONSULTATION

The patient has the right, at his or her own request and expense, to consult with a specialist or another physician for a second opinion.

PRIVACY AND CONFIDENTIALITY

The patient has the right within the law, to personal privacy and confidentiality, and to assume that all communication and records pertaining to his or her care be confidentially treated and read only by individuals directly involved in his or her treatment or the monitoring of its quality.

PATIENT PLAN OF CARE AND CONSENT

The patient has the right: (1) To participate in the development and implementation of his or her plan of care and the right to be involved in decisions involving his or her care including discharge planning. (2) To be subjected to any procedure without voluntary, competent or understanding consent, or the consent of a legally authorized representative or guardian.

PAIN MANAGEMENT

The patient has the right to discuss pain control choices with your physicians or nurses. Patient should talk with their nurses and physicians when they are experiencing pain and discuss how their pain is being managed.

COMMUNICATION

The patient has the right of access to people outside the Medical Center by means of visitors, and by verbal and written communication. When the patient does not speak or understand the predominant language of the community, he or she should have access to an interpreter. This is particularly true where language barriers are a continuing problem.

CONTINUITY OF CARE

The patient has the right to expect reasonable continuity of care and assistance in locating alternative services when indicated.

SERVICES

The patient has the right to services appropriate for his or her age and illness or diagnosis. These services will include furniture and equipment concurrent with a patient's size and developmental needs. The patient has the right to expect care and receive care in a

setting that is clean and reasonably safe from environmental infection, security hazards and free from all forms of abuse, neglect or harassment. A patient also has the right to refuse experimental treatment.

MEDICAL CENTER CHARGES

The patient has the right to request, in advance, an estimate of charges and cost of services provided by the Medical Center, sources of the program's reimbursement, and any limitations on length of services known to the Medical Center. The patient has the right to a timely notice prior to termination of his eligibility for non-coverage reimbursement by any third-party payer for the cost of his or her care. The patient has the right to examine and receive an itemized and detailed explanation of his or her bill, regardless of the source of payment.

MEDICAL RECORD

The patient has the right to review the information contained in his or her medical record within the limits of the law and in compliance with HIPAA guidelines. If you are in the Medical Center, your physician will be notified of the request. The physician or his/her designee(s) will make available the medical records and be available for consultation and/or explanation. If the patient is not in the Medical Center, he/she or their legally designated representative may request medical records in writing. Information from Medical Records will not be released without your prior consent, except in your transfer to another health care facility, or as required by law or under third party payment contracts.

INTERPRETERS

The patient has the right to an interpreter when needed. Qualified interpreters or interpreter devices are available, upon request in an effort to communicate with our patients.

ETHICAL ISSUES

The patient and/or designated representative has the right to participate in the consideration of ethical issues in the care of the patient.

COMPLAINTS

The patient has the right to file a "complaint (grievance)" when an issue cannot be resolved promptly by the staff. This can be done without fear of restraint, interference, coercion, discrimination or reprisal. The patient also has the right to contact the Arkansas Department of Health at 501-661-2000 to file a complaint. If you have a complaint or concern, please request to speak with Arkansas Methodist Medical Center's Director of Social Services.